

# County answers most commonly asked questions

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**Editor's Note:** Many people have similar questions about local government. In an effort to answer these questions, a poll was taken of many Chesterfield County departments, and a list of the most frequently asked questions, and answers, was generated.

This is part one of a two-part series. Telephone numbers and addresses of many county services are provided. The list is broken down by topic. The second half of the list will be published in next week's edition of The Community Weekly.

## Automobiles

### Who do I call about an unlicensed vehicle in my neighborhood?

If the vehicle is on someone's property, call Zoning Enforcement at 748-1500. If it is parked on the street, contact the Police Department at 748-1258.

### I bought a new car or I'm new to the county. What should I do?

Please contact the Commissioner of the Revenue's Office at 748-1281 after you have registered the vehicle with the Virginia Department of Motor Vehicles. A tax bill along with a decal fee will be produced. Once this is paid the Treasurer's Office will issue a decal for the vehicle. If you are a new resident, the Commissioner of the Revenue's Office will also instruct you on the proper tax procedures that apply to you. You have 90 days to notify the commissioner's office of a vehicle you have obtained and to display a county decal.



### I have sold or traded a vehicle. What are the proper procedures to notify the county of the sale or trade?

Contact the Commissioner of the Revenue at 748-1281 to report any vehicle sales or trades. The commissioner's office will instruct you as to whether you qualify for a prorated refund or adjustment to your tax bill.

### Who do I talk to about a speeding ticket?

Call the Chesterfield County General District Court at 748-1231.

## Buildings

### What type of activity requires a building permit?

Any new construction, alteration or renovation of a structure, or auxiliary sub jobs, will probably require a permit. The Department of Building Inspections publishes a handout that lists the types of projects that require permits. For more information, visit our Web site at [www.chesterfield.gov/bi](http://www.chesterfield.gov/bi) and see permit requirements, or call 748-1057.

### For how long is a building permit valid?

All permits are valid for six months from the time that the permit is applied for or issued. Every time that there is an inspection on the project, that extends the permit for another six months. One month prior to the permit expiration date, an expiration letter will be mailed to the permit holder. This gives the applicant the opportunity to extend the permit without paying an administrative fee. If the permit does expire, there will be a \$48 administrative fee assessed to reinstate the permit.

### How do I get an inspection for work performed under a building permit?

Once your permit has been issued, you may call Chesterfield County Building Inspection at 748-1057, between 8:30 a.m. and 5 p.m., Monday-Friday, and request an inspection. You will need to provide your permit number and the type of inspection that you need. Your request will be entered into the system and the inspection will be performed the next working day. For an automated system, call 751-4990. For telephone inspection scheduling instructions, visit our Web site at [www.chesterfield.gov/bi](http://www.chesterfield.gov/bi).

### Why can't the inspector tell me what time my inspection will be made?

Since the amount of time that it takes to perform an inspection can vary from job to job, it's difficult for an inspector to pinpoint a specific time of arrival at a particular location. If you contact your inspector between 8:00-8:30 a.m. on the day of the inspection, the inspector will be able to advise you as to which half of the day the inspection will be made.

When requesting an inspection, you may ask for advance notice of up to one hour. This information is printed on the inspection ticket, along with a phone number provided by you.

## Businesses

### I just went out of business. What do I do?

You must notify the Commissioner of the Revenue's Office in writing. Include the date you went out of business and sign the notification. Please mail to: Chesterfield County Commissioner of Revenue, P.O. Box 124, Chesterfield, Va., 23832.

### How do I start a business in Chesterfield County?

"The Interactive Guide to Setting Up a Business in Chesterfield County, Virginia" is for potential and existing small-business owners. The guide contains

nearly every document required by county, state and federal governments, and is accessible in PDF format. The system includes a tutorial on business basics. A CD ROM version also includes a business plan software program that prompts the user to answer a series of questions to produce a 35-50 page business plan. You may access the guide at [www.chesterfieldbusiness.com/guide](http://www.chesterfieldbusiness.com/guide), or if you are interested in receiving the CD-ROM version, please call 748-3963 or e-mail [karen@chesterfieldbusiness.com](mailto:karen@chesterfieldbusiness.com).

## Health and Wellness

### Does the Chesterfield County Health Department provide a free clinic for sick persons or medication for people who cannot afford it?

The health department provides immunizations, pregnancy care, family planning, treatment for sexually transmitted diseases and dental care for children. You may call 748-1691 for more information about appointments, availability and costs. The Health Department does not provide basic medical services for most other illnesses. There are, however, free clinics in the area that you may call. We cannot fill prescriptions from other doctors.

### My child needs immunizations or a back-to-school physical. Can the county supply that?

The Health Department supplies all of the required and optional childhood immunizations. Most immunizations are free, and charges for physicals are scaled according to income. The Department also provides a limited number of back-to-school physicals, based on need. For more information, call 751-4908.

### I am concerned about environmental conditions in my neighborhood. Will the Health Department address them?

The Health Department permits and regulates restaurants, private wells and private septic systems. You may call us if you think there is a problem with any of these. We will also investigate trash and refuse complaints that appear to be creating a risk to the public. To find out more, call 748-1610. Most other environmental problems in neighborhoods are handled by the county's Department of Environmental Engineering. Call 748-1035.

## Parks

### In the event of bad weather, how do we find out if fields have been closed?

The Weather Hot Line at

748-1001 is updated daily at 4 p.m. and lists all of the field closings for the day.

### Does Parks and Recreation have information about Pocahontas State Park?

Pocahontas is a state park, not a Chesterfield County park, so you would need to contact them directly at 796-4255. For information about all state parks, call (800) 933-7275.

### How do I reserve a picnic shelter in one of Chesterfield's parks?

Picnic shelter reservations can be made by calling 751-4696.

## Property

### What are setbacks, and how can I find out what mine are?

A setback is the required distance that a structure has to be from a property line.



Setbacks also apply to any addition that might be constructed onto a structure. For a residence, the setbacks depend on the zoning of the property. There are nine different residential zoning

districts, each with their own setbacks. To find out the appropriate setbacks of your property, call the Chesterfield County Planning Department at 748-1050 with the property's address, legal description, tax ID number or owner's name.

### What is being developed in my area?

The Planning Department's Teleworks line is a 24-hour phone system with recorded messages that describes pending projects and rezoning cases in the county. Signs are also posted on properties with a number to call for information and a three-digit reference number to use. The caller can dial the number on the sign and punch in the three-digit number to get details about the project. For new subdivisions and site plans, the number to call is 751-4610. For rezoning cases, the number to call is 751-4700.

### What is the zoning of my property?

The zoning of property dictates how a property can be developed or used. Chesterfield County has approximately 22 different zoning districts relating to residential, commercial and industrial uses. The zoning information of property can be obtained by contacting the Planning Department at 748-1050, and providing staff the address of the property, or other information that might help in locating the property on a zoning map.

### There is a vacant lot beside me that is overgrown with weeds. Can the county cut the weeds and remove the trash?

Code compliance may be able to help. Call 748-1500 to learn more.

